GOVERNMENT OF ANDHRA PRADESH

ABSTRACT

Industries & Commerce Department - Ease of Doing Business - SRAP -2020 - Investment Promotion Agency in the State through a legislation for investment promotion, Industrial facilitation, regulatory reforms and obtaining user feedback- Grievances redressal and Query handling through "**INDUSTRIES SPANDANA**" – Orders - Issued.

INDUSTRIES & COMMERCE (P&I) DEPARTMENT

G.O.MS.No. 91 Dated: 17-12-2020.

Read the following :-

Ref: 1) G.O. MS. No. 79, Industries & Commerce (P&I) Department, Dated: 06-06-2016.
2) G.O. MS. No. 134, Industries & Commerce (P&I) Department, Dated: 11-10-2017.
3) State Reforms Action Plan-2020 mandated by DPIIT, Govt of India under Ease of Doing Business.

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ORDER:-

Government of Andhra Pradesh is committed to improve Ease of Doing Business in the State. In order to make ease of Government procedures and to ensure transparency and enable a conducive business environment, Industries & Commerce Department is continuously striving to facilitate investors by implementing several game changing reforms in the state.

1. Vide G.O. 1st read above, Government of Andhra Pradesh (GoAP) has established Single Desk Bureau (SDB) to act as single point contact for all industry related clearances and accord deemed approvals / clearances / recommendations (as the case may be) and to ensure timely delivery of services.

2. Vide G.O. 2nd read above, GoAP has established the 'Investor Facilitation Centre'(IFC) at the Office of the Commissioner of Industries, Vijayawada. The IFC was envisaged to assist investors in setting up of business and assist in investment promotion activities for the State.

3. To strengthen the investor facilitation and investment promotion, Government of Andhra Pradesh vide 'The Andhra Pradesh Economic Development Board Act, 2018' has established an Investment Promotion Agency (IPA), The Andhra Pradesh Economic Development Board (APEDB) which will be the sole point of contact for investments in the state and facilitate economic growth, investment climate, regulatory reforms and competitiveness in Andhra Pradesh.

4. As per Section 14(2) of the said Act, the IPA is mandated with functions of investment promotion and project facilitation in the state to facilitate investments in the state by being the one-stop shop and a single point interface for all investors seeking opportunities in Andhra Pradesh and act as a dynamic interface between the external world of investors and the Government Agencies and Departments

5. To further strengthen Ease of Doing Business in the State, the Investment Promotion Agency (IPA) is entrusted with below mentioned mandate for improving business climate with detailed procedures appended at **Annexure I**

(P.T.O)

a. To be a liaison between Investors and the Single Desk Bureau for enabling a conducive regulatory and business framework for speedy industry clearances and business process reforms.

b. To create a facility and respond to various queries related to industry set-up, government polices incentives and approvals from prospective investors

c. To facilitate resolution of various grievances related to industrial approvals/services delivered through various platforms such as Single Desk Portal etc.

d. The IPA shall ensure that grievances logged are appropriately attended and are resolved as per the defined timelines.

6. GoAP recognizing the importance of providing handholding support to investors- especially at the early stages of setting-up business, shall provide '**Relationship Managers**' to various categories of investors as follows:

a. **Investment size greater than 50Cr and up to 500Cr:** Director of Industries shall appoint 'Relationship Manager' not below the level of Assistant Director or Deputy Director of District Industries Centre to support investors as per the specific district of interest.

b. **Investment size greater than 500 Cr or Foreign Investment of any size**: Director, Industries in consultation with CEO APEDB, shall appoint dedicated 'Relationship Manager' preferably at cadre of Joint Director or above and / or sectoral consultants of APEDB

c. Furthermore, the IPA shall setup country specific desk and sector specific desk for prospective FDI Countries to handle queries originating against sector or country.

7. Every Investor/Entrepreneur who is planning to invest in the state or has been operating a business in the state is likely to have various concerns, queries, clarifications, and need of information over the life cycle of business. Also, there will be many instances where the Investors/Entrepreneurs are aggrieved of the services delivered by government authorities /agencies. While it is important to support any queries or resolve grievances received from Investors/Entrepreneurs, it is imperative that a facility or platform to submit queries or grievances is provided and ensure timely resolution is available.

8. To act as a one stop-shop for all investment/industry related Queries/Grievances. Government of Andhra Pradesh has launched **'INDUSTRIES-SPANDANA'** (http://apindustries.gov.in/industriesspandana) on the Single Desk Portal. The 'Industries-Spandana' shall not only have various channels for submitting queries/grievances but also various 'Point of Contacts'(PoC) such as Chief Minister Office, Minister's office etc. Accordingly, all the Queries / Grievances received either through phone, email or at respective PoCs will be duly uploaded on the portal and the user/applicant will be provided with a service request number to track and monitor. This shall ensure that every letter of grievance or query is recorded and monitored for timely resolution. The working procedures for Query and Grievance resolution are listed in **Annexure II.**

9. The Director of Industries shall set up a **Industries Spandana Cell** with adequate staff and appoint a **Central Grievance Officer (CGO)** of the rank of Deputy Director or Assistant Director, who be shall be the nodal point of contact for all Grievances and Queries with responsibilities as entrusted below:

   a) Finalize the mapping of grievances with respective '**Competent Authorities'** to enable automatic routing of grievances.

   b) Finalize the mapping of queries with respective agencies /departments/ officers.

   c) To be the final authority in ensuring that a grievance/query is addressed to the satisfaction of the aggrieved and escalate to concerned authority in cases of poor response/resolution.

   d) Monitor the performance of 'Industries-Spandana' in resolution of grievances and prepare list of pending grievances/queries or performance report periodically and submit the same to concerned authority.

   e) To recommend necessary reforms/process improvements to improve the quality of grievance redressal in 'Industries-Spandana'.

   f) Prepare Monthly report on the performance of 'Industries-Spandana' and submit to Government.

10. The 'Industries-Spandana' portal will auto Publish an **online dashboard** available in public domain updated on real time for queries handled and grievances resolved. The dashboard will clearly highlight the number of queries/ grievances and the time taken (Mean/Median) to address them. The IPA and the CGO shall ensure the average time taken to redress or reply shall be kept at the minimum. The dashboard shall be kept as agenda for review in the Single Desk Bureau on a monthly basis.

11. The authority designated for approval of clearances under the Single Desk Policy shall also be the '**Competent Authority'** for resolution of grievances.

12. The Grievances filed through any channel shall be resolved and replied within 4 working days by the competent authorities. It is also mandated that all additional information/ clarifications related to applicants are sought once and within 2 days of receiving the grievance application.

13. The list of Competent Authorities responsible for handling Grievances segregated into categories is appended as **Annexure III**. All competent authorities shall take steps to ensure comprehensive grievance redressal to the satisfaction of the applicant. Replies mentioning mere forwarding of grievances to any other authority shall be treated as non-compliant and appeal provisions under AP PSDGA will apply.

14. The Investment Promotion Agency (IPA) shall play lead role in handling and resolution of Queries raised. To enable fair and speedy response, it is mandated that all queries regarding the application from the investor will be recorded and addressed within a maximum timeline of 6 working days from the date of raising the query. It is also mandated that all queries /additional information/ clarifications related to applicants are sought once and within 4 days of receiving the application.

15. The list of agencies/departments responsible for handling queries segregated into categories is appended as **Annexure IV**. The appointment of concerned officer within the agency/ department to respond to a query as per the category shall lie with Director of Industries or CEO, APEDB as the case may be.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

R KARIKAL VALAVEN
SPECIAL CHIEF SECRETARY TO GOVERNMENT & CIP

To
The Director of Industries, A.P. Vijayawada.
The Vice Chairman & Managing Director, APIIC, Vijayawada.
All Departments in Secretariat.
All Heads of Departments.
All District Collectors.

Copy to:
P.S. to Prl. Secretary to Chief Minister.
P.S. to Chief Secretary to Government.
P.S. to Spl.CS & CIP. I&C Dept.
All Sections in Industries and Commerce Department.
SF/SC.

// FORWARDED : : BY ORDER //

SECTION OFFICER

Annexure I

The **State Investment Promotion Agency** is entrusted with below mentioned mandate with detailed procedures as below for promoting ease of doing business:

1. **Provide suggestions / recommendations on simplification of regulatory procedures to the Single Desk Bureau (SDB).**

    i. Bi-monthly update sector wise regulatory approvals required for setting up of business.
    ii. Suggest business process re-engineering of the existing processes to ensure ease for the potential investors

2. **Provide recommendations to the SDB to reduce the regulatory compliance burden**

    i. Bi-annually submit report for the services for which compliance approval may take more than 60 days.

3. **Conduct extensive stakeholder consultations to understand issues faced by industry / businesses.**

    i. Sector wise consultations meetings will be carried out after every fortnight
    ii. Issues and challenges faced by sector / industrialist along with recommendations will be submitted to Director, Industries, Commerce and Exports as a monthly report.

4. **Shall provide details on timelines, standard operating procedures on business specific services from all state government agencies**

    i. Prepare and update annually, an Investor Guide to Andhra Pradesh with mandatory and sector wise services listed along with service-wise timelines, mode of service delivery, Competent Authority, Appellate Authority, applicable fees, applicable Act(s) and / or Rule(s), SOPs / Link to SOPs and other information as relevant to be submitted to the Single Desk Bureau every year in January.
    ii. Sensitize investors on the reforms implemented in Andhra Pradesh.

5. **Provide guidance to investors on**

    i. Setting up of industries in AP
    ii. Land availability and allotment in AP
    iii. State Acts, Policies, Government Orders and other relevant notifications
    iv. Various business specific clearance required from departments
    v. Filing of Common Application Form and other business specific services in AP
    vi. Availability of incentives and how to avail.

6. Ensure that all queries regarding the application from the investor to be recorded and addressed within the prescribed timelines
7. Assist state government agencies / departments to publish draft business regulations online and thereafter, assist in publishing the comments / feedback received on the draft business regulations through Director of Industries.

8. **Support in Query handling**

   i. Maintain key co-ordinates of concerned departments and nodal officers
   ii. Maintain a list of relevant websites and portals for information
   iii. Maintain fortnightly records for queries handled, resolved and pending
   iv. Coordinate with Central Grievance Officer thus appointed, to ensure timely disposal of queries

9. **Support in Grievance handling**

   i. Maintain key co-ordinates of service wise competent authorities, appellate authorities and nodal officers
   ii. Maintain a list of relevant websites and portals for information
   iii. Maintain fortnightly records for grievances handled, resolved and pending
   iv. Ensure adherence to resolution timelines as mandated under AP Public Service Delivery Guarantee Act 2017
   v. Coordinate with Central Grievance Officer thus appointed, to ensure timely disposal of grievances.

Annexure II

Working Procedures for Grievances and Query handling

A. Procedure for Grievance Handling:

1. An investor / user can submit the Grievance through the 'Register a Grievance' feature at the INDUSTRIES-SPANDANA Portal by providing the required details, selecting the department concerned and uploading supporting documents, if any.
2. Once submitted, a service request number is generated and intimated to the investor through SMS and email.
3. The investor/user can track the grievance using the service request number
4. The recorded grievance is instantly forwarded to the concerned Competent Authority for their necessary action with a copy to the Investment Promotion Agency for tracking and monitoring.
5. In case, the Competent Authority need further clarity on the grievance received, he / she may ask the investor / user requesting for additional information within 2 days from filing of receipt of Grievance.
6. The Competent Authority is responsible for providing a resolution for the grievance in a span of 4 working days, failing which the grievance shall be automatically escalated to the Head of Department's (HODs) dashboard. (T+4 days)
7. If the HOD does not resolve the grievance in 6 working days, the grievance shall be forwarded to Central Grievance Officer (CGO) who shall coordinate with the concerned authority for a resolution. (T+4 days+ 6 days)
8. If the resolution is not complete within 5 working days, the CGO shall escalate the grievance to the concerned Appellate Authority as notified under the Andhra Pradesh Public Service Delivery Guarantee Act (AP PSDG Act), 2017. (T+ 15 days)
9. The Appellate Authority shall take necessary action as per the provisions of AP PSDG Act
10. After a grievance is resolved, the user (who raised the grievance) shall be requested to provide feedback and rate the process of resolution on a scale of 1 to 5 (1 being poor and 5 being excellent). The user will have the option to 'close' the service request for the grievance filed.
11. All the grievance feedbacks with rating less than or equal to 2 shall be forwarded to the Central Grievance Officer (CGO) with authorisation to re-open grievance, if the explanation from Competent Authority is not satisfactory.

B. **Query Handling Procedure:**

1. An investor / user can submit query through the 'Make an Enquiry' feature at the INDUSTRIES-SPANDANA Portal by providing the required details, selecting the type of query /sub-category and uploading supporting documents, if any.
2. Once submitted, a service request number is generated for the query and intimated to the investor through SMS and email.
3. The investor/user can track the query using the service request number
4. The recorded query is instantly forwarded to the IPA/ APIIC/ JD (Industries)/others as per the mapping for their necessary action with an online copy to the Central Grievance Officer (CGO) for disposal monitoring.
5. In case, the corresponding officer at agency/department need further clarity on the query received, he / she may ask the investor / user requesting for additional information within 4 working days from filing of receipt of query.
6. The agency/department is responsible for providing a reply for the query in a span of 6 working days, failing which the grievance shall be automatically escalated to the Central Grievance Officer (CGO).
7. The CGO shall coordinate with the concerned agency/department for a timely response to the query.
8. If the resolution is not complete within 4 working days, the CGO shall escalate the query to the Secretary/Prl Secretary/Spl. Chief Secretary Industries & Commerce for review who shall ensure that the query is responded a timely manner.
9. After a query is resolved, the user (who raised the query) shall be requested to provide feedback and rate the process of resolution on a scale of 1 to 5 (1 being poor and 5 being excellent). The user will have the option to 'close' the service request for the query filed.
10. All the query feedbacks with rating less than or equal to 2 shall be forwarded to the Central Grievance Officer (CGO) with authorization to re-open grievance, if the explanation from the concerned agency/ department is not satisfactory.

Annexure III

List of Competent Authorities(CAs) responsible for handling grievances

Grievance – Category	Grievance - Subcategory	Competent Authority to whom the grievance is directly sent
Land Acquisition /Land Allotment related	APIIC land allotment	ZM, APIIC
	Land Conversion /Change of Land Use	
	Land lease /registration	
	Land approvals	
	Others	
Approvals / Licenses /Permissions Related	Delay in approvals / clearances	Competent authority notified under Single desk policy.
	Rejection of application	
	Incorrect certificate / license /permission	
	Addition of new products application	
	Others	CGO(DD/AD) to be notified by the DOI who will route the grievance to the Competent Authority
Incentives Related	Submission of application	GM, DIC of the district
	Processing of incentive application	
	Sanction of incentives	
	Disbursal of incentives	
	Others	
Payment Of fees / charges related	Incorrect Payment /Fees calculation	Competent authority notified under Single desk policy along with their IT partners. The technical helpdesk of the Single desk portal will coordinate speedy disposal.
	Unable to make payment	
	Payment working not working / Failure	
	Payment acknowledgement	
	Others	
Investment /Infrastructure related	Non-Availability of Power Supply	GM, DIC
	Non-Availability of Raw Material	
	Non-Availability of Finance	
	APIIC Industrial Park	ZM, APIIC
	SEZ/clusters	GM, DIC
	Other industrial areas	
Single Desk Port related	Single Desk Portal Registration	Joint Director (Industrie i/c implementation Single Desk Policy
	Account Related other services	
	Application through Single Desk	
	Others	

Annexure IV

List of Concerned agencies/Departments responsible for handling queries

Query Category	Query - Subcategory	Agency/Department
Investing in Andhra Pradesh	Advantage Andhra Pradesh	IPA
	Thrust/Focus Sectors	
	Infrastructure and Industrial Corridors	
	Regulatory Approvals Required for Setting-Up & Operation	
	Industrial Parks & Clusters	
	Availability of Skilled Workforce	
	Incentives & Support Schemes for Large and Mega Industries	
	Incentives & Support Schemes For MSME	
	Logistics and Trade Facilities	
	Others	
Business Expansion in Andhra Pradesh	Land Availability and Allotment	IPA
	Approvals Required for Expansion	
	Loan Schemes & Expansion Financing	
	Availability of Skilled Workforce	
	Incentive Eligibility for Business Expansion	
	Others	
Loan Scheme & Financing options	State/Central Government Loan Schemes	IPA
	MSME Loan & Financing Schemes	
	Sc/St Entrepreneurs' Financial Support	
	Women Entrepreneurs' Financial Support	
	Others	
SC/ST Entrepreneurs support	Special Packages Available for SC/ST Entrepreneurs (Badugu Vikasam)	JD Industrial Promotion
	SC/ST Women Financial Support	
	Land Vacancies and Allotment	
	Entrepreneur Development Programs for SC/ST	
	Financial Support for SC/ST Entrepreneurs	
	Capacity Building & Skill Development Programs for SC/ST Entrepreneurs	
	Facilitation Cells for SC/ST Entrepreneurs Others	
Women Entrepreneurs support	Special Packages Available for Women Entrepreneurs	JD Industrial promotion
	SC/ST Women Financial Support	
	Entrepreneur Development Programs	
	Financial Support	
	Capacity Building & Skill Development Programs	
	Facilitation Cells	

Query - Category	Query - Subcategory	Agency/Department
	Others	
Land bank acquisition allotment	Availability of Land Banks in APIIC Industrial Parks	ED, APIIC
	Land Banks in SEZ Or Sector Specific Parks/ Clusters	
	Land Banks in MSME Parks	
	Land Conversion (Agriculture to Non-Agriculture)	
	Change of Land Use (To Industry)	
	Acquisition/Allotment of Government Land	
	Acquisition of Private Land	
	Land Allotment Application & Process	
	Others	
Obtaining permissions an clearances	Regulatory Approvals Required for My Unit	JD EoDB
	Land and Building Permits	
	Electricity Connection	
	Water & Other Utilities	
	Labour, Factory & Boiler Permits	
	Environmental/Pollution Clearances	
	Drug/Pharma Clearances	
	Ethanol / Coal Allotment	
	Others	
Incentive policies, eligibility and application	Incentives for Large & Mega Industries	IPA
	Incentives for MSMEs	
	Incentives for Sc/St Entrepreneurs	
	Incentives for Women Entrepreneurs	
	Eligibility for Incentives	
	Incentive Application Procedures	
	Others	
Export, Import & Trade promotion	Export and Import (Exim) Support	JD(Exports), Industries and Commerce Department
	Registration for Exim	
	Coastal Economic Zones & Exim Infrastructure	
	Procedure to Set-Up Exim Units	
	Exim Trade Promotion & Facilitation	
	Others	

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